

## Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

### Program: PSA 2 - HICAP Services of Northern California

From: 07/01/2011 To: 06/30/2012

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	2,364	76	5,745	2,201	1,074	2,305	2,753	2,453	7.34
CDA Established Benchmark	2,231	81	4,117	4,188	509	806	3,449	1,803	6.51
Needed to Reach Benchmark	-133	5	-1,628	1,987	-565	-1,499	696	-650	-0.83
% Above or Below Benchmark	-5.96	6.17	-39.54	47.45	-111.00	-185.98	20.18	-36.05	-12.78
Results for Same Time Last Year	2,043	54	6,192	1,878	931	1,327	2,190	1,978	7.35
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			94.9	36.4	82.5	134.7	45.5	40.5	
CMS Mimimum Attainment			42.7	57.3	51.4	59.5	33.8	23.4	
CMS Exemplary Attainment			124.0	337.5	154.1	173.8	87.4	65.8	